AuroraHR

Lighting up People Management

Practical support for small and medium sized businesses

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MONTHLY NEWSLETTER



Making People Management Easier AND LESS RISKY.

Like most of my clients, you probably didn't set out to become a people manager. You're good at your trade or profession and the service you offer, and you built a business around that. Then the business grew and you started employing people. You know your staff and you care about them. Some may be genuine friends or family members. So a lot of stuff is done informally. You've known these people for years, what could go wrong?

Employment disputes are becoming a regular part of managing staff.

- ✓ Tribunal Cases up by 33% YOY
- ✓ Unfair dismissal up 68% YOY

What I'm seeing...

So often, clients come to me because they need help managing a staffing problem. They tell me what's happened and the conversation they've had with the people involved.
"Great" I say. "Where are the emails you've sent and the meeting notes?" Then come the words that make me shiver ...
"Oh, I didn't make any. We just had a chat about it."

AURORA Principle ...

If it's not written down, it didn't happen!

Without notes or emails that confirm what was said and agreed, people's memories fade and what was said can be disputed. Moving forward with effective action becomes more difficult.
Putting Things in Writing Isn't "Being Too Formal", it helps.

GOOD PEOPLE MANAGEMENT PROTECTS PEOPLE & PROFIT.

Engaged people stay. Poor performance costs.

ENGAGE

- ✓ Recruit carefully
- ✓ Set expectations early
- ✓ Do probation reviews at 1, 3 & 6 months

MANAGE

- ✓ Do 1:2:1s with all staff
- ✓ Give constructive feedback
- ✓ Support development
- ✓ Address concerns promptly

TAKE ACTION

- ✓ Follow a process e.g. Performance
- ✓ Be fair
- ✓ Be clear
- ✓ Be decisive

Good Notes & Records Give Everyone Clarity

If you have a discussion about expectations, feedback, performance, follow up with an email to confirm:

- ✓ **What was discussed?**
- ✓ **What was agreed?**
- ✓ **Who is doing what and by when?**

It doesn't need to be war and peace. A follow-up email can be as simple as...

Hi Alex,
Thanks for talking today. We discussed your late starts on Monday and Wednesday and the effect on opening up. You explained that your usual transport has fallen through. We agreed that you will be ready to start at 9am and call me before then if a delay looks likely. You are arranging a backup journey.

We will check in next Friday to see how it is going.
Please let me know if I have missed or misunderstood anything.

TOP TIPS

1 Want To Make Notetaking Easier?
You don't need to spend your evening typing up your day. My advice is to budget around £20 a month for a transcription service. I use Otter AI. It saves me hours and saves my clients money because it makes the work so much quicker.

2 Make 1-2-1's Business As Usual
1:2:1's are an opportunity to recognise good performance, talk about career progression and get feedback ON the business. If you're having them regularly (every six months as a minimum I would say) you will head issues off before they become a headache.

3 Record Sickness And Holidays (It's the law) And ... Later Think About Performance.
If there is ever an issue, you will have the records to support any concerns.
AND FINALLY ...
Remember, any employee who has 6 months service as of January 2027 will get full employment rights.
If there is a problem in your workplace, **deal with it now.**

Need a hand getting started?

You do not need to be an Aurora client to ask a question. If you are unsure what to record or how to follow up a conversation, ask me. I will help you.